



## PROGRAM TECHNICIAN

Class Code 9927– Exam Code 2PB29

Department(s): California Health Benefit Exchange (Covered California)  
California Department of Human Resources  
California State Lottery  
California State Compensation Insurance Fund  
Department of Alcohol Beverage Control  
Department of Child Support Services  
Department of Conservation  
Department of Consumer Affairs  
Department of Fish and Wildlife  
Department of Forestry and Fire Protection  
Department of Insurance  
Department of Justice  
Department of Parks and Recreation  
Department of Pesticide Regulations  
Department of Rehabilitation  
Department of Social Services  
Department of State Hospitals  
Department of Veterans Affairs  
Department of Health Care Services  
Department of Housing and Community Development  
Employment Development Department  
Public Utilities Commission  
Secretary of State

Final Filing Date: Cut-off dates will be scheduled periodically.

Type of Examination: Multi-Departmental Open

Salary: MONTHLY-RANGED-SALARY - \$2,280.00 to \$2,975.00

Tenure/Time-base: Permanent Full-time  
Permanent Part-time  
Permanent Intermittent  
Limited Term Full-time  
Limited Term Part-Time  
Limited Term Intermittent

### EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

## DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

## WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken the examination, you may not retake it for twelve (12) months.

## FILING INSTRUCTIONS

Self-scheduling for this examination is offered on a first-come-first-served basis for each written exam date. Please be aware that, although seating is limited and scheduling will conclude once all seats are filled for a specific written exam date, additional self-scheduling dates and test locations will be posted.

### Self-Scheduling Opens

Monday, March 25, 2013, 12:00 P.M.  
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### Written Exam Dates

Friday, March 29, 2013  
Tuesday, April 2, 2013  
Thursday, April 4, 2013  
Friday, April 5, 2013  
Saturday, April 6, 2013

### Location

Santa Ana, CA  
Redding, CA  
Fresno, CA  
Fresno, CA  
Sacramento, CA

Additional self-scheduling dates and written test dates are forthcoming.

**ON THE SELF-SCHEDULING DATE PLEASE GO TO THE TAKING THE EXAM SECTION OF THIS BULLETIN TO BEGIN AND COMPLETE THE SCHEDULING PROCESS.**

## SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examination Services at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

## ELIGIBLE LIST INFORMATION

An eligible list will be established by the California Department of Human Resources for use by the participating State departments noted on the bulletin. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires twelve (12) months after it is established. Competitors must then retake the examination to reestablish eligibility.

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

## MINIMUM QUALIFICATIONS

## Program Technician

### Either I

In the [California state service](#), one year of experience performing clerical duties at a level of responsibility not less than that of an Office Assistant.

### Or II

**Experience:** One year of [clerical experience](#). [Academic education above the 12th grade may be substituted for one year of the required general experience on the basis of either: (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work which upon completion will fulfill these requirements will be admitted to the examination, but they must submit evidence of completion before they may be considered eligible for appointment.] **and**

**Education:** Either equivalent to completion of the 12th grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Job Training Partnership Act. (One year of clerical work experience may be substituted for the required education.)

## POSITION DESCRIPTION

### Definition of Program Technician

This is the entry and training level for the Program Technician series and the journey level for less difficult program specialist work. As trainees, under close supervision and in accordance with established procedures, incumbents learn and perform increasingly difficult duties of a semi-technical nature in a specialized departmental program. When incumbents become proficient in their duties, they work under general supervision and guidelines. Incumbents review and/or process forms, files, etc., of a semi-technical nature associated with specialized departmental program. Work is subject to periodic review, and contact with the public is moderate and basically informational in nature.

## EXAMINATION INFORMATION

### WRITTEN TEST– Weighted 100%

The examination will consist of a written test, multiple choice, weighted 100%. To obtain a position on the eligible list, a minimum score of 70% must be attained. The written test is designed to evaluate a candidate's knowledge in the areas of (1) Arithmetic Calculations, (2) Written Communication, and (3) Data Accuracy.

This examination will also allow for the use of calculators, and these will be issued to the candidates on the written test date by the California Department of Human Resources. The use of a candidate's personal calculator will not be permitted.

## KNOWLEDGE AND ABILITIES

### A. Knowledge of:

1. Modern office methods, equipment, and procedures.

### B. Ability to:

2. Perform clerical and technical work.
3. Follow directions.
4. Evaluate situations accurately, and take effective action.
5. Learn and apply laws, rules and regulations, procedures, and policies.
6. Make arithmetic calculations with speed and accuracy.
7. Read and write English at a level required for successful job performance.
8. Meet and deal with tactfully with the public, co-workers and/or clients, either face-to-face or by telephone.

## VETERANS' PREFERENCE POINTS

Veterans' Preference Points will be added to the final score of all competitors who are successful in this examination, and who qualify for, and have requested, these points through the California Department of Human Resources. Veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference Points.

**Veterans' Preference Points:** California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

## CAREER CREDITS

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

## CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources (CalHR)

Attn: Examination Services

1515 "S" Street, North Bldg., Suite. 400

Sacramento, CA 95811

1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

## GENERAL INFORMATION

**For an examination with a written feature**, it is the candidate's responsibility to print his/her "Notice to Appear" and present the notice on the date, time, and location of the test date.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov) and local offices of the Employment Development Department.

**If you meet the requirements** stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

**The California Department of Human Resources** reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

**Candidates needing special testing arrangements** due to a disability must select the appropriate box on the self-scheduling examination and will be contacted by the testing department.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Bulletin Release Date:** This examination bulletin was released and posed on [www.jobs.ca.gov](http://www.jobs.ca.gov) on March 11, 2013.

**Security and Confidentiality of Examination:** Pursuant to Government Code Section 19860. "It is unlawful for any person: (a) Wilfully by himself or in cooperation with another person to defeat, deceive, or obstruct any person with respect to his right of examination, application, or employment under this part or board rule. (b) Wilfully and falsely to mark, grade, estimate, or report upon the examination or proper standing of any person examined or certified under this part or board rule, or to aid in so doing, or make any false representation concerning the same or the person examined. (c) Wilfully to furnish to any person any special or secret information for the purpose of either improving or injuring the prospects or chances of any person examined, certified or to be examined or certified under this part or board rule."

Pursuant to Government Code 19681. "It is unlawful for any person: (a) To practice any deception or fraud with regard to his identity in connection with any examination, application, or request to be examined. (b) To obtain examination questions or other examination material except by specific authorization either before, during, or after an examination or use or purport to use any such examination questions or materials for the purpose of instructing or coaching or preparing candidates for examinations. (c) To use any unfair means to cause or attempt to cause any eligible to waive any rights obtained under this part."

## TAKING THE EXAM

You must schedule yourself to participate in this written examination. Self-scheduling for this examination is offered on a first-come-first-served basis for each written exam date. Please be aware that, although seating is limited and scheduling will conclude once all seats are filled for a specific written exam date, additional self-scheduling dates and test locations will be posted.

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Sacramento, CA

**[CLICK HERE to apply for and to self-schedule the Program Technician written exam.](#)**

**The link above will be active on March 25, 2013 at 12:00 PM (noon).**